



Annual Performance Report Form

Facility Name: Oil Express
13 Old Barnstable Rd
P.O. Box 428
E. Falmouth, MA 02536

Performance Track ID #: A01-033

Annual Performance Report #: 1

Reporting Year: 2001

Due Date: April 1, 2002

Section A

General Facility Information

To the extent possible, EPA will pre-complete items A.1-A.8 for you. Please ensure that the information in A.1-A.8 below is accurate, complete, and up to date. Please supply or revise any information as necessary and then check the box to the left of the item(s) to indicate where changes have been made. Items A.9 and A.10 cannot be pre-completed; please respond as directed in A.9 and A.10 below.

Did you make changes? If so, check box.

- A.1 ☐ Name of your facility: Oil Express
- A.2 ☐ Name of your parent company: Heating Oil Partners, L.P.
- A.3 ☐ Facility contact person for the Performance Track program
Name: Mr./Mrs./Ms./Dr. Mr. Bob Smith
Title: General Manager
Phone: 508-548-0131 Fax: 508-548-1134 E-mail: bsmith@hopheat.com
- A.4 ☐ Facility's location
Street Address: 13 Old Barnstable Rd
Street Address (cont.): P.O. Box 428
City/State/Zip Code: E. Falmouth, MA 02536
- A.5 ☐ Facility's website address (if any): hopheat.com
- A.6 ☐ Number of employees (full-time equivalents) who currently work in the facility:
☒ Fewer than 50 ☐ 50 - 99 ☐ 100 - 499 ☐ 500 - 1000 ☐ More than 1000
- A.7 ☐ Does your company meet the Small Business Administration definition of a small business for your sector? ☐ Yes ☒ No
- A.8 ☐ North American Industrial Classification System (NAICS) Code(s) that are used to classify business at the facility: 454311 _____
- A.9 ☐ In your application and, perhaps, in previous annual performance reports, you described what your facility does or makes. Have there been any (additional) changes to your facility's list of products and/or activities? If so, please list them in the space below. ☐ Yes ☒ No
- A.10 ☐ Please update the list of environmental requirements that apply to your facility. In the space below, indicate any changes that have taken place during this reporting period. If you have no changes to report, please write "No changes."
No Changes

Section B

Environmental Management System

B.1 Environmental Management System Assessment. Please summarize EMS assessments conducted *during the year*. Attach additional sheets as necessary.

a. Was an EMS audit or other assessment done by an independent third party?

☐ Yes ☒ No

If yes, please provide the *type* (e.g., ISO 14001 certification), the *scope*, and the *dates* (mo/yr) of each assessment.

b. Was an internal or corporate EMS audit conducted? ☒ Yes ☐ No

If yes, please provide the *scope* and the *dates* (mo/yr) of each audit.

On November 1 and 2, 2001 a compliance audit was conducted by William Weber, Director of Capital Resources and Dylan Remley, General Counsel, as required by the facility's Environmental Management System. On November 28, 2001, the results of the audit were submitted to and reviewed by the EMS review committee for comments and recommended procedural changes. The audit included a detailed review of the facility's liquid handling procedures, storage operations, daily operating procedures, employee health, safety and training procedures, waste disposal procedures and fleet operating procedures. All of these physical areas and operating procedures were audited and reviewed to ensure compliance with the facility's internal EMS as well as all applicable laws. As a result of the audit the EMS review committee made the recommendations that are outlined in Section B.1.e. below. Such recommendations have been fully implemented.

c. Was a compliance audit conducted? ☒ Yes ☐ No

If yes, please provide the *scope* and the *dates* (mo/yr) of each audit, and indicate *who* conducted the audit(s) (e.g., facility staff, corporate groups, third party).

Please see B.1.b. above.

d. (Optional) If you would like to describe any other audits or inspections that were conducted at your facility, please do so here.

N/A

Section B

(continued)

B.1

e. Briefly summarize corrective actions taken and other improvements made as a result of your EMS assessments and compliance audits.

Upon completion of the audit, a comprehensive Dexil Test training session was conducted. In addition, various staff members were given training on the proper methods and procedures to be utilized when conducting the daily and monthly facility inspections required under their EMS.

f. Has your facility corrected all instances of potential non-compliance and EMS non-conformance identified during your audits and other assessments?

☒ Yes ☐ No ☐ No such instances identified

If no, please explain your plans to correct these instances.

g. When was the last Senior Management review of your EMS completed? *mo/yr* November 2001

Who headed the review?

Name: Mr./Mrs./Ms./Dr. Mr. Bill Weber

Title: Director of Environmental Compliance and Capital Resources

Section B

(continued)

B.2 ISO 14001 Certification. Is your facility currently certified to ISO 14001? ☐ Yes ☐ No

B.3 Environmental Aspects Identification. When did your facility last conduct a systematic identification and/or review of your environmental aspects? *mo/yr*

B.4 Progress Toward Achieving Objectives and Targets. In the table below, please provide a narrative summary of progress made toward EMS objectives and targets. **You may limit the summary to environmental aspects that are *significant* and towards which *progress* has been made during the *reporting year*.** In cases where progress relates specifically to a Performance Track performance commitment, complete the *Environmental Aspect* column, but in the *Progress* column simply refer to the performance commitment tables in Section C, i.e. "See Section C." Attach additional sheets as necessary.

| <i>Environmental Aspect</i> | <i>Progress Made This Year</i> (e.g., quantitative or qualitative improvements, activities conducted) |
|--|--|
| Emmission Reduction Through PMI | See Section C |
| Reduce Fuel consumption through PMI | See Section C |
| 1 st Fill Inspection and Labeling Program | See Section C |
| Waste Reduction Through IH House Consumption | See Section C |
| Facility Upgrades | See Section C |
| | |

Section C

Environmental Performance Commitments

Please use the tables on pages 6-9 to summarize your facility's environmental performance against your Performance Track performance commitments. Complete only those boxes related to the baseline, current year, and performance commitment. If any of the boxes have been pre-completed for you, please verify the information. If you find information that is incorrect, cross it out and write in the correct information. **Leave blank any columns for future reporting years.**

C.1

Performance Commitment 1

a. Use this table to report data related to your first performance commitment.

Category (see page 16 of the instructions): Air Emissions

Aspect (see page 16 of the instructions): Emissions of Particulate Matter

| | <i>Baseline (as stated in your application)</i> | <i>Year 1</i> | <i>Year 2</i> | <i>Year 3</i> | <i>Performance Commitment (the goal stated in your application)</i> |
|---|---|---------------|---------------|---------------|---|
| <i>Calendar Year</i> | 2000 | 2001 | | | 2003 |
| <i>Actual Quantity (per year)</i> | 7,184 | 6,434 | | | (optional) |
| <i>Measurement Units</i> | lbs | | | | |
| <i>Normalizing Factor*</i> | 1.0 | .916 | | | (optional) |
| <i>Basis for your Normalizing Factor*</i> | Gallons of fuel oil sold | | | | |
| <i>Normalized Quantity* (per year)</i> | 7,184 | 7,023 | | | 7,153 |
| *See pages 17-19 of the instructions for more information | | | | | |

b. Briefly describe how you achieved improvements for this aspect or, if relevant, any circumstances that delayed progress.

Increased attention and focus by the company on the performance of Preventative Maintenance Inspections (PMI's) on customers heating units. This was accomplished through the use of telemarketing and instruction to service technicians to perform PMI's while on existing service calls. As explained in the facility's application, conducting PMI's increases the burning efficiency and cleanliness of each unit and results in a reduction in particulate emissions.

c. Please list any other EPA voluntary programs to which you are also reporting these data (e.g., Energy Star, Project XL).
NA

Section C

(continued)

C.2

Performance Commitment 2

a. Use this table to report data related to your second performance commitment.

| | | | | | |
|---|---|---------------|---------------|---------------|---|
| Category (see page 16 of the instructions): Energy Use | | | | | |
| Aspect (see page 16 of the instructions): Total Energy Use | | | | | |
| | <i>Baseline (as stated in your application)</i> | <i>Year 1</i> | <i>Year 2</i> | <i>Year 3</i> | <i>Performance Commitment (the goal stated in your application)</i> |
| <i>Calendar Year</i> | 2000 | 2001 | | | 2003 |
| <i>Actual Quantity (per year)</i> | 6,780,000 | 7,001,267 | | | (optional) |
| <i>Measurement Units</i> | Thousand BTU's | | | | |
| <i>Normalizing Factor*</i> | 1.0 | .92 | | | (optional) |
| <i>Basis for your Normalizing Factor*</i> | Increase or decrease in customer account base | | | | |
| <i>Normalized Quantity* (per year)</i> | 6,780,000 | 6,441,000 | | | 7,119,376 |
| *See pages 17-19 of the instructions for more information | | | | | |

b. Briefly describe how you achieved improvements for this aspect or, if relevant, any circumstances that delayed progress.

Increased attention and focus by the company on the performance of Preventative Maintenance Inspections (PMI's) on customers heating units. This was accomplished through the use of telemarketing and instruction to service technicians to perform PMI's while on existing service calls. As explained in the facility's application, conducting PMI's increases the burning efficiency and cleanliness of each unit. Increased efficiency per unit results in a reduction in the amount of energy utilized per unit.

c. Please list any other EPA voluntary programs to which you are also reporting these data (e.g., Energy Star, Project XL).

NA

Section C

(continued)

C.3 Performance Commitment 3

a. Use this table to report data related to your third performance commitment.

| | | | | | |
|--|---|---------------|---------------|---------------|---|
| Category (see page 16 of the instructions): Accidental Releases | | | | | |
| Aspect (see page 16 of the instructions): Release History | | | | | |
| | <i>Baseline (as stated in your application)</i> | <i>Year 1</i> | <i>Year 2</i> | <i>Year 3</i> | <i>Performance Commitment (the goal stated in your application)</i> |
| <i>Calendar Year</i> | 2000 | 2001 | | | 2003 |
| <i>Actual Quantity (per year)</i> | 0 | 0 | | | (optional) |
| <i>Measurement Units</i> | Gallons | | | | |
| <i>Normalizing Factor*</i> | 1.0 | .916 | | | (optional) |
| <i>Basis for your Normalizing Factor*</i> | Gallons of fuel oil sold | | | | |
| <i>Normalized Quantity* (per year)</i> | 0 | 0 | | | 0 |
| *See pages 17-19 of the instructions for more information | | | | | |

b. Briefly describe how you achieved improvements for this aspect or, if relevant, any circumstances that delayed progress.

Training of sales staff, oil driver, first fill inspections/labeling program, and services technicians to fully implement the facility's. Through this inspection process the facility is able to reduce mis-deliveries and deliveries to damaged or inadequate fuel storage tanks and consequently reduce the potential for product releases. Please note that this was a newly instituted program for this facility and was not implemented until April 2001. This accounts for the facility's inability to achieve the goal described in its application

c. Please list any other EPA voluntary programs to which you are also reporting these data (e.g., Energy Star, Project XL).

NA

Section C

(continued)

C.4

Performance Commitment 4

a. Use this table to report data related to your fourth performance commitment.

Category (see page 16 of the instructions): Waste

Aspect (see page 16 of the instructions): Total Solid Waste- oil recycled

| | <i>Baseline (as stated in your application)</i> | <i>Year 1</i> | <i>Year 2</i> | <i>Year 3</i> | <i>Performance Commitment (the goal stated in your application)</i> |
|---|---|---------------|---------------|---------------|---|
| <i>Calendar Year</i> | 2000 | 2001 | | | 2003 |
| <i>Actual Quantity (per year)</i> | 0 | 155 | | | (optional) |
| <i>Measurement Units</i> | Gallons | | | | |
| <i>Normalizing Factor*</i> | 1.0 | .916 | | | (optional) |
| <i>Basis for your Normalizing Factor*</i> | Gallons of fuel oil sold | | | | |
| <i>Normalized Quantity* (per year)</i> | 0 | 169 | | | 425 |
| *See pages 15-17 of the instructions for more information | | | | | |

b. Briefly describe how you achieved improvements for this aspect or, if relevant, any circumstances that delayed progress.

Improvements were achieved through the establishment of a waste oil recycling process at the facility. Please note that this was a newly instituted program for this facility and was not implemented until April 2001, well after the end of the heating season and the collection of a vast majority of the waste oil generated by the facility. This accounts for the facility's inability to achieve the goal described in its application. The facility plans on recycling all waste oil that is collected in the future.

c. Please list any other EPA voluntary programs to which you are also reporting these data (e.g., Energy Star, Project XL).

N/A

Section D

Public Outreach and Performance Reporting

D.1

Please briefly summarize the public outreach and reporting activities that your facility has conducted during the year. Feel free, but not obligated, to attach supporting materials (e.g., meeting agendas, public announcements). Employees of the facility are scheduled to visit a local technical high school to discuss the facility and its operations. A portion of the presentation will involve hazardous communication and first responder training.

D.2

Please indicate which of the following methods your facility plans to use to make its Performance Track Annual Performance Report available to the public. Please check as many as are appropriate.

- ☒ Website (URL www.hopheat.com)
- ☐ Open House
- ☐ Meetings
- ☐ Press Releases
- ☐ Community Advisory Panel
- ☒ Other : Posted at branch for review by customers

Section E

Self-Certification of Continued Program Participation

On behalf of The Oil Express,
(name of my facility)

I certify that

- ◆ I have read and agree to the terms and conditions specified in *the National Environmental Performance Track Program Guide*. This facility, to the best of my knowledge, continues to meet all program criteria;
- ◆ I have personally examined and am familiar with the information contained in this Annual Performance Report. The information contained in this report is, to the best of my knowledge and based on reasonable inquiry, true, accurate, and complete;
- ◆ My facility has an environmental management system (EMS), as defined in the Performance Track EMS criteria, including systems to maintain compliance with all applicable federal, state, tribal, and local environmental requirements in place at the facility, and the EMS will be maintained for the duration of the facility's participation in the program;
- ◆ My facility has conducted an objective assessment of its compliance with all applicable federal, state, tribal, and local environmental requirements; and the facility has corrected all identified instances of potential or actual noncompliance; and
- ◆ Based on the foregoing compliance assessments and subsequent corrective actions (if any were necessary), my facility is, to the best of my knowledge and based on reasonable inquiry, currently in compliance with applicable federal, state, tribal, and local environmental requirements.

I agree that EPA's decision whether to accept participants into or remove them from the National Environmental Performance Track is wholly discretionary, and I waive any right that may exist under any law to challenge EPA's acceptance or removal decision.

I am the senior manager with responsibility for the facility and am fully authorized to execute this statement on behalf of the corporation or other legal entity whose facility is part of the National Environmental Performance Track program.

Signature/Date _____

Printed Name Mr./Mrs./Ms./Dr. Mr. Robert F. Smith

Title Branch Manager

Phone Number/E-mail Address 860-342-6125

Facility Name Oil Express

Facility Street Address 13 Old Barnstable Rd E. Falmouth, MA 02536

Performance Track Identification Number A01-033

Paperwork Reduction Act Notice

The public reporting and recordkeeping burden for this collection of information is estimated to average 188 hours per respondent annually. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, Collection Strategies Division, U.S. Environmental Protection Agency (2822), 1200 Pennsylvania Ave., NW, Washington, D.C. 20460. Include the OMB control number in any correspondence. Do not send the completed form to this address.